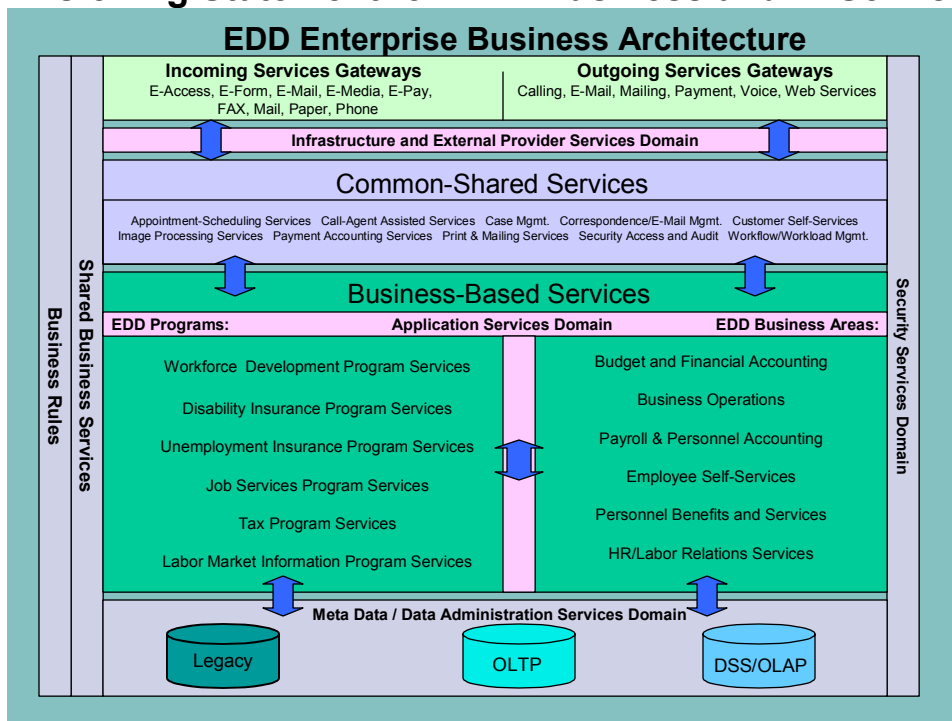


Introducing the Representation for EDD Enterprise Business Architecture

“A Visioning Statement for EDD Business and IT Services”



Draft – 1.0

December 10, 2002

EDD Enterprise Business Architecture

“A Visioning Statement for EDD’s Business and IT Services”

Introduction

This document represents a work in progress. It introduces the concept of Enterprise Business Architecture (EBA) within the Employment Development Department (EDD). The EBA model that is described in this document is a first draft and includes elements of business, information, technology, and solution architectures. This first high-level EBA model is being used to examine automation project initiatives within EDD to determine and understand their relationships, common functionality, and opportunities for creating enterprise solutions that can be used and leveraged by follow-on automation initiatives. As the review process moves forward the EBA model will be refined and the information, technology, and solution models that are currently incorporated will be extracted and placed into separated models.

Enterprise Business Architecture (EBA)

Large businesses frequently develop a future vision of the business and develop strategies to move toward that vision. An important, but often overlooked, process in moving from business strategy to implementation is enterprise architecture. Similar to the profession of architecture for constructing buildings, enterprise architecture includes the processes required to move from concept models to the design, engineering and provisioning of automated business applications.

The enterprise architecture (EA) discipline expresses the enterprises’ key business, information, application and technology strategies and their relationship to business functions and services. The EA process applies traditional information technology disciplines of requirements definition, modeling and design to the enterprise to coordinate the development and implementation of the:

- EBA – The EBA is a model that describes the organization’s business processes and their high-level interfaces. EBA provides an approach to optimizing business strategies for the enterprise as a solution portfolio with acceptable levels of risk and reward.
- Enterprise Information Architecture (EIA) – The EIA is a model that describes how data is captured and used within an organization to complete its business functions.
- Enterprise Technology Architecture (ETA) – The ETA is a model that describes the technologies that are used to provide the underlying technical infrastructure that support the organization’s automated business processes.

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- Enterprise Solution Architecture (ESA) – The ESA is the zenith of the EA effort, providing a critical link from EA to Information Technology (IT) portfolio management and a program management office.

Taken From META Group Research¹: Enterprise Business Architecture is a business-vision-driven, disciplined process that decomposes the enterprise’s business strategies, the assets and processes required to execute them, and their impact on business functions. Elements of the EBA consist of a common requirements vision, a conceptual architecture (or model), as well as the current and future vision of business activity that articulate the extended enterprise services and service delivery. This EBA when completed will provide an approach to optimizing business strategies for the enterprise as a solution portfolio with acceptable levels of risk and reward. Creating an EBA involves modeling activities that facilitates the development and implementation of a business strategy by identifying and planning the journey from current state to the planned future vision. “Organizations will gain benefits, such as solution delivery cost reduction and decreased solution delivery cycle-times, by adopting a principle-centered approach to enterprise business architecture.” An established EBA becomes self-improving and drives the other architectures noted above by constantly driving for business improvements and business and IT alignment that will leverage reuse of common processes and infrastructure services.

Purpose

The purpose of this EBA is to begin the process of providing the Business and Information Technology Executive Team within EDD with a shared vision of an overall business strategy. The EBA, when completed, will provide a means to enable business and IT executive teams to create shared business and IT strategies and partnerships that will allow strategic decisions to be made on current and future business initiatives and IT investments. Some of the benefits that will result in this new business/IT partnership are:

- Alignment of common or similar business processes,
- Business application portfolio management,
- Enterprise funding for strategic business and IT initiatives,
- Enterprise level priority setting,
- Guidance and coordination for shared technology investments,
- Identification of software reuse based on common business patterns,

¹ The META Group’s Enterprise Planning and Architecture Strategies Research and Models, 1999 - 2002

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- Leveraging economies of scale,
- Increasing as well as simplifying system integration,
- Optimizing the use and re-use of information assets,
- Reduced cycle-time to complete business initiatives, and
- Reducing long-term IT support costs.

Through a process of common requirements visioning, common gateway delivery systems and common-shared services will emerge, thus reducing redundancy and duplication of IT investments within individual projects for the development of like applications, services and systems.

The EBA Model Representation

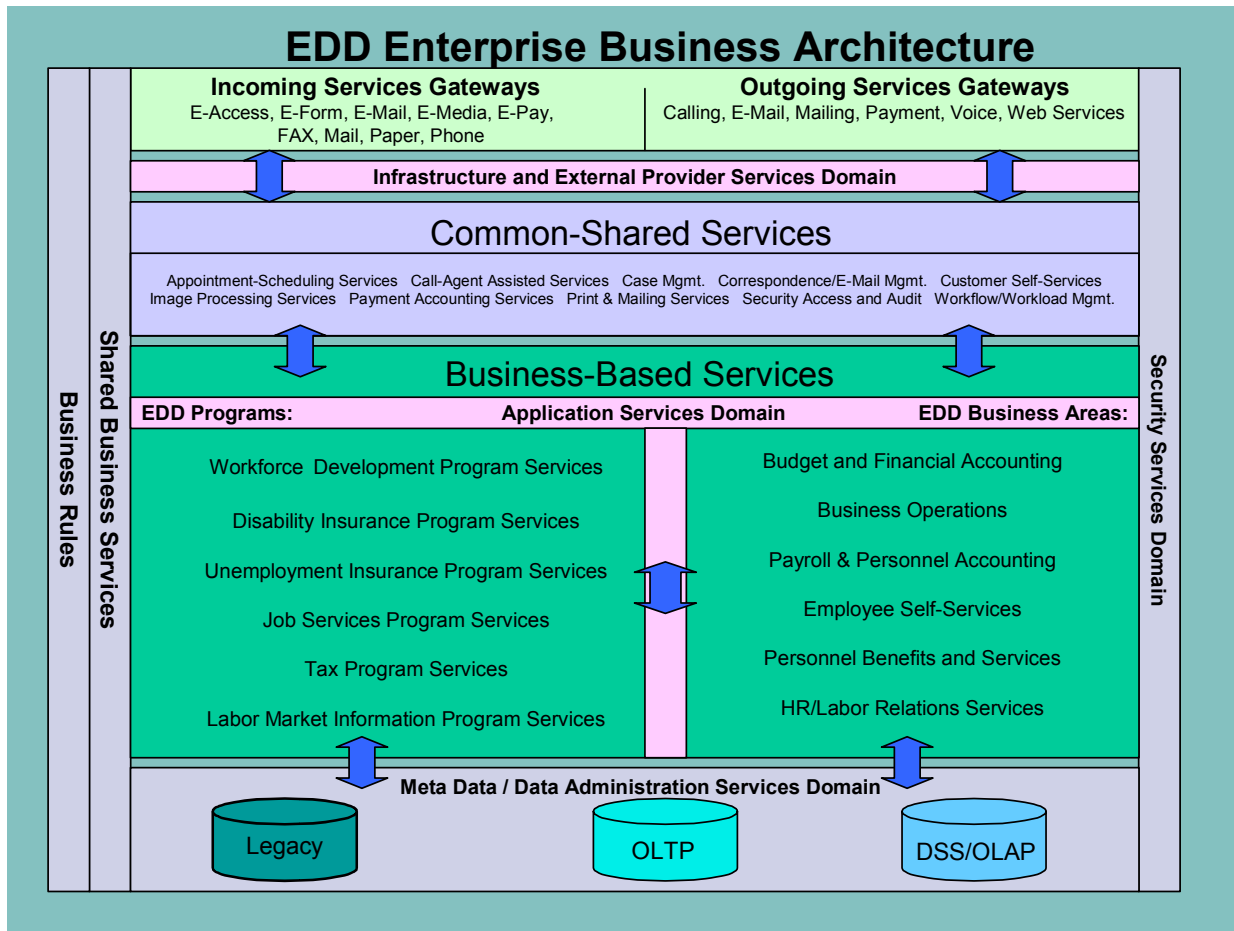
The Information Technology Branch (ITB) recently reviewed the Tax Branch’s Visioning process, “To Be Business Model” and Conceptual Model from the Employment Tax System Review (ETSR) Conceptual Design Report. Starting with the ETSR Conceptual Model, the ITB developed this initial draft of an EDD EBA Model, (Figure-1), as a representation of business and information technology service views. At a high level this new EBA defines sets of services, some of which are in place today, others that are being planned by the major program initiatives, and future services for the longer-term business vision for enterprise services. The model reflects incoming business activity, outgoing services, customer relationship services, common-shared services, program area services, internal business area services, data and information services, and the shared information technology infrastructure and external provider services, including reusable shared business services and reusable business rules.

This EBA representation model attempts to depict a view of EDD’s core business functions, processes and services and present them as an EBA, a concise model for enabling business and IT alignment.

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Figure – 1



Usage of the EBA

In this early stage of development the EBA Model includes a number of assumptions. These assumptions include:

- We can have a common view of EDD’s incoming business activity entitled Incoming Services Gateways and outgoing services entitled Outgoing Services Gateways.
- That these incoming activities and outgoing services present substantial opportunity for establishing shared and reusable IT services.
- We can have a shared view of Common-Shared Services.
- We will establish a shared view of customer relationship services.
- That these common-shared services present substantial opportunity for shared solution development and technology reuse.

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- We can view common data (e.g., name and address) as a sharable enterprise information asset, while recognizing program specific data requires more restrictive secure access controls.
- We will view IT infrastructure as a shared, reusable resource to be leveraged effectively and efficiently.

Definitions for the EBA Model

Incoming Services Gateways: These gateways represent the many channels or interfaces through which EDD’s customers interact with EDD, (i.e., agencies, agents, business partners, clients, employees, employers, doctors, the public and stakeholders). Examples of some of the business activities that are currently using these gateways include:

- e-Access: Electronic access of various forms, such as, Internet access, internal network access, dial-up remote access, virtual private network access.
- e-Form: Static electronic forms used for printing, completion and mailing, used for e-mail or electronic submission, and dynamic forms used for direct data entry, validation and transaction update reporting. Also, see Web Services.
- e-Mail: Electronic mail communications sent direct to an EDD internal e-mail service, sent direct to a business application support e-mail account or sent to a business specific Internet e-mail account service. Also, see Web Services.
- e-Media: Electronic media transmission including: computer disks, magnetic tapes, Electronic Data Interchange (EDI), File Transfer Processing (FTP), and Telefile (i.e., telephone filing). Also, see Web Services.
- e-Pay: Electronic forms of payment including, Electronic Funds Transfer (EFT), e-Payment (e.g., via a Credit Card, Debit Card or bill payment service). Also, see Web Services.
- FAX: Standard business fax receiving service, and electronic fax receiving and forwarding service.
- Mail: Standard business mail used for correspondence, reporting and payments.
- Paper: Delivered by mail or in person.
- Phone: Standard business phone calls to shared 800 number services, to business location services and to specific individuals.

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Outgoing Services Gateways:

These gateways represent the many channels through which EDD connects with customers, (i.e., agencies, agents, business partners, clients, employees, employers, doctors, the public and stakeholders), and delivers services. Examples of these gateways include:

- **Calling Services:** Calling services can include agent-initiated customer service calling and appointment confirmation calling services, call center agent-assisted out-bound calling services, and campaign calling (e.g., to market a new EDD service).
- **e-Mail Services:** Business specific e-mail services, (e.g., notification of activity on account, new or reset password), and encrypted e-mail service.
- **Mailing Services:** Business specific mailing of EDD notices, report forms and benefit payment and tax overpayment checks.
- **Payment Services:** Benefit payment and tax overpayment checks, direct deposit, and possibly future use of some form of benefit entitlement debit cards.
- **Voice Services:** Telephony enabled voice services can include interactive voice response (IVR) service, pre-recorded information messages, automated call-ahead calling for appointment confirmations and customer-voice activated response services.
- **Web (Application) Services:** Internet services including EDD Programs and Services content information, instructions, referrals and forms, (e.g., as provided through the EDD Homepage), and Internet business application services for secure access to information, program services, reporting and updating of account or client information. These web application services enable the Incoming Gateway Services for e-Forms, directed e-Mail, e-Media and e-Pay.

Infrastructure and External Provider Services Domain:

Infrastructure represents the computers, networks, communication lines and operating system software that receive, transport and present information for processing through the various incoming and outgoing services of the Department. These areas include the information technology line of business services and support covering desktops, networks, enterprise servers and specialized servers, such as Incoming and Outgoing Gateways, and systems management. This area also includes all external service provider services including the Health and Human Services Data Center (HHSDC), Teale Data Center, MCI 800- Services, PacBell telephony services and Southwest Bell Corp. telephony services and thus includes all call center services. The primary accountabilities for availability, performance, reliability and scalability reside here.

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Examples of infrastructure and related services include:

- The EDD Central Office fiber communication backbone and communication closets.
- Network lines, routers and switches and the load balancing and firewall services.
- Workstations, printers, scanners and other network connected equipment.
- The enterprise server processing center and Storage Area Network (SAN).
- The EDD Central Office telephone network, telephones and fax equipment.
- Pagers, cell phones and Personal Digital Assistant (PDA) devices.
- The DPD System Management Operations Center required to manage, monitor and control the network.
- The ITB managed Windows 2000/NT network that is being upgraded and secured by the Expanding Access to Services through d-Government (EASE) Project.
- The IT equipment refresh process and deployments.

External provider services represent the infrastructure extensions that connect the Departments’ remote facilities throughout the State to EDD Central Office and the HHSDC and the outside Internet. Examples of external provider services include:

- The HHSDC batch scheduling system, computer processing facility and online terminal services.
- The HHSDC Internet Service Provider (ISP) services to the World Wide Web.
- The HHSDC Statewide Wide Area Network (WAN) connecting remote EDD facilities to Sacramento.
- The MCI 800 Number telephone services.
- The PacBell/PBIS Call Center interactive voice response systems.
- The Southwest Bell Corp. (SBC) Call-Center Services.

Common-Shared Services:

The Common Shared Services include business and enabling technical solutions used by more than one line of business and across EDD’s customer base. In a broad sense, a Customer Relationship Management solution set may serve a number of EDD

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program area business needs. In other areas, EDD has the opportunity to build shared solutions that can provide common or like services across lines of business. Some examples can include:

- **Appointment-Scheduling Services:** This common service can enable Disability Insurance (DI) Appeal, Unemployment Insurance (UI) Adjudication, Tax Hearing and similarly scheduled EDD business activities.
- **Call-Agent Assisted Services:** These telephony services can include call-agent statistics and reporting, call-center management information, computer-telephony integration (CTI), intelligent call routing (ICR), out-bound calling, and remote call monitoring (RCM).
- **Case Management:** This common service can enable the above appointment-scheduled activities and other business needs such as tax audit and collection case management, personnel case management, security incident case management and investigations case management.
- **Correspondence and e-Mail Management:** These common services can enable correspondence receipt and tracking applicable across many program areas and functions of EDD.
- **Customer-Self Services:** These common services can enable self-services like customer registration for access to authorized electronic services, customer attribute updates, such as name, address, telephone number and zip code, and customer appointment-scheduling and inquiries.
- **Image Processing:** This common service can enable the capture, processing, storage and electronic access to business forms across all program areas.
- **Payment Accounting:** This common service can enable tax collection, benefit overpayment collection and outgoing payments, including checks and future direct deposit and credit and debit card payment accounting services.
- **Print and Mailing Services:** This common service is in place today and used by most of EDD program areas and several external entities.
- **Security Access and Audit:** This common service can enable enterprise security management and review of customer and user access control anomalies, access control logging and monitoring, audit and investigations.
- **Workflow and Workload Management:** These common services can enable electronic business processes, tracking, workflow and overall management of EDD business activity across all lines of business.

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Business-Based Services:

These are services that are specific to individual EDD programs and their internal lines of business. These services will benefit from the reuse of shared business services and business rules and from customer data processed through shared services that will be later defined in the EIA model. However, the overall business processes and activities are mostly unique to the line of business, customer account or service relationship.

- **EDD Program Services:** These business application services will be specific to each program area, for example, Tax Return processing, UI Claim eligibility processing and DI Claim eligibility processing.
- **EDD Business Services:** These business application services will be specific to internal EDD business processes and operations. This area would likely include most Employee-Self Services, however, activity like a change of an employee address may be enabled by the same common-shared service used by customers. This area would include shared business content management and document resources across all lines of business.

Application Servers Services Domain:

The majority of EDD business services, customer services, program services and common-shared services applications, including commercial off-the-shelf (COTS) applications are included here, in addition to the servers they operate on. These applications directly use or interface with all the other aspects of the EBA model, including in many instances one another. The primary accountabilities for the work EDD does, how it gets done and how it is delivered reside here. In addition, application services have shared accountabilities for availability, performance, scalability and security.

Meta Data and Data Administration Services:

These areas include line of business activity associated with data classification and ownership along with the IT custodianship services for data and database servers. These activities include data management, extract, transformation, loading and recovery of data for legacy databases, new on-line operational databases and data warehouse and data mart decision support, information processing and analytical processing services. The primary accountabilities for data availability, back-up and recovery and integrity reside here.

Business Rules:

Business rules are more granular than shared business services and in fact, sets of business rules make up these services. Examples can be the edit rules for a date, the format rule for an account number, the yes/no rule for an IVR. The same resource may store and manage unique business rules as well.

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Shared Business Services:

These represent the collection of reusable business and program area software components that can enable and deliver a common sharable service, such as the formatting of a customer address, calculation of interest, interfacing with a common external partner, registering a customer. The same resource may store and manage unique business services as well.

Security Services Domain:

These services are the internal and external security controls, detection and prevention services needed for EDD to manage and operate a secure computing infrastructure. The security infrastructure includes customer account identity management, access controls (to identify who customers are), authentication (to confirm customers are who they say they are) and authorization (to assign customer access privileges for the EDD services they may use). IT Security also includes ensuring the accessibility and availability, confidentiality and integrity of business communications, transactions and data storage. It includes the necessary IT perimeter and physical protections, content monitoring of networks and the anomalous information flowing over the EDD network and intrusion detection. The primary accountabilities for access controls, customer confidentiality, integrity, privacy and the security of electronic business activity, communications and services reside here, along with the associated security audit, security incident management and investigations support services.

Examples of IT security and services that are currently being used to provide access controls and protect unauthorized access are:

- Windows NT user authentication to provide access control to the EDD networks.
- The HHSDC Remote Access Control Facility (RACF) user profile to provide access control and update authority to systems and data within the data center’s mainframe systems.
- The Single Client Data Base (SCDB) Global Security user profile to provide access control and update authority to data housed on the SCDB.
- The HHSDC Personal Identification Number (PIN) system to provide access control and authenticate DI and UI users for Call Center IVR information inquiry services.
- The HHSDC Tivoli Access Manager for E-Business (TAME) system to provide access control and authenticate external Internet users, (currently employers), for access to EDD’s secure Internet business applications.
- The HHSDC Internet Intrusion Detection services that notify the data center security staff when unauthorized attempts occur to bypass security.

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- The ITB WebSense software that filters EDD staff access to restricted and inappropriate sites on the Internet.

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Areas of this EBA that need further development:

1. Developing an EIA – An EIA will be developed as part of an ITB initiative to build and manage a Meta Data Repository for EDD. The Meta Data Repository will eventually capture information on all the physical data and knowledge-contained information about the business and technical process, and data, used within EDD business processes. Once the high-level information on the Department’s data has been captured an EIA model will be developed that should represent the data that is captured and then flows through the Department’s business processes.
2. Developing an ETA – An ETA will be developed as part of the EASE Project that is currently underway. The ETA will define a model that describes the technologies that will provide the underlying technical infrastructure to support the Department’s automated business processes. An extension of the ETA will provide a “buy-list” of the products that are compatible with the overall enterprise technical architecture.
3. Finalize the EBA – With the completion of the EIA and ETA the non-business related items that are imbedded in this initial draft of an EBA can be removed leaving only a model of business processes and process interfaces. Once completed, the finalized EBA will provide the information on the Department’s business processes that can be used to build an optimizing business strategy for the enterprise as a solution portfolio with acceptable levels of risk and reward.
4. Developing an Enterprise Solution Architecture (ESA) - Once the EIA, ETA, and EBA are all built a enterprise solution architecture can be constructed that links the enterprise business architecture to an IT portfolio management process. Portfolio management process will allow ITB in partnership with the Department’s business areas to allocate and manage IT resources as one would manage investments in a real estate or stock portfolio. The portfolio allows IT resources to be aligned with departmental business needs maximizing return on investment and controlling investment risks.

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The following pages contain a matrix that identifies each of the Business Architecture Areas and the current, future enterprise, planned UI, planned DI, planned Job Service, and planned Tax processes associated with each business architecture area. The matrix reflects the service areas that the new UI automation initiatives will need. Once the DI, JS and Tax automation initiatives are better understood they will be added to the matrix.

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BUSINESS ARCHITECTURE AREAS	CURRENT PROCESSES	FUTURE ENTERPRISE PROCESSES	PLANNED UI PROCESSES	PLANNED DI PROCESSES	PLANNED JS PROCESSES	PLANNED TAX PROCESSES
Incoming Services Gateways						
E-Form	<ul style="list-style-type: none"> TEAM Info Image document capture EApply4UI Initial Claim Form Policy Director entry portal: <ul style="list-style-type: none"> IFILE Employer Reporting Forms INER Employer Reporting Forms EDD Home Page: <ul style="list-style-type: none"> EDD Information UI/DI/Tax Forms, and Publications 	<ul style="list-style-type: none"> EDD Web Portal to Services Secure Web Portal to Customer Services, (TAME) 	<ul style="list-style-type: none"> UI Initial Claim UI Continued Claim 	<ul style="list-style-type: none"> DI Temporary Family Leave Claim 		
E-Mail	<ul style="list-style-type: none"> Outlook email services within EDD that interfaces through HHSDC to other e-mail services 	<ul style="list-style-type: none"> Outlook email services within EDD that interfaces through HHSDC to other e-mail services 	<ul style="list-style-type: none"> Email responses to claimants & employers 			
E-Media	<ul style="list-style-type: none"> Computer Disk, wage reports Magnetic tape, wage reports File Transfer Protocol Services, JTA Data Transfer OCR readable forms 	<ul style="list-style-type: none"> E-Files via the Internet 	<ul style="list-style-type: none"> OCR readable DE 4581 continued claim form 			
E-Pay		<ul style="list-style-type: none"> COT electric pay system 				
FAX	<ul style="list-style-type: none"> DPD Network Fax Server Service 	<ul style="list-style-type: none"> DPD Network Fax Server Service 				
Mail	<ul style="list-style-type: none"> BOPSD Mail Center Services 	<ul style="list-style-type: none"> BOPSD Mail Center Services 	<ul style="list-style-type: none"> Various UI claim forms 			
Paper	<ul style="list-style-type: none"> BOPSD Form Process Program Reporting Forms Benefit Forms, Claim Forms Tax Forms 		<ul style="list-style-type: none"> Various supporting claim documents 			
Phone	<ul style="list-style-type: none"> Customer Phone-in Service Customer Calls to Call Centers EDD Phone Service, DPD Tax Telefile 	<ul style="list-style-type: none"> Multi Media Call Center 	<ul style="list-style-type: none"> Remote Call Monitoring and Recording 			

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BUSINESS ARCHITECTURE AREAS	CURRENT PROCESSES	FUTURE ENTERPRISE PROCESSES	PLANNED UI PROCESSES	PLANNED DI PROCESSES	PLANNED JS PROCESSES	PLANNED TAX PROCESSES
Outgoing Services Gateways						
Calling	<ul style="list-style-type: none">▪ Customer Service Calls	<ul style="list-style-type: none">▪ Customer Out-bound Calling				
E-Mail	<ul style="list-style-type: none">▪ Outlook email services▪ Simple Mail Transport Protocol Services, (HHSDC)	<ul style="list-style-type: none">▪ Encrypted-Secure email				
Mailing	<ul style="list-style-type: none">▪ BOPSD Print & Mail Center▪ Benefit Check Mailings▪ Notice Mailings▪ Refund Mailings▪ Tax Reporting Mailings					
Payment	<ul style="list-style-type: none">▪ BOPSD check printing and mailing services		<ul style="list-style-type: none">▪ UI Direct Deposit Banking			
Voice	<ul style="list-style-type: none">▪ Call Center Agent Services▪ EDD Internal Phone Services, Voice Mail▪ Recorded Message Services▪ Interactive Voice Response Services		<ul style="list-style-type: none">▪ Add PBXs service in UI Adjudication Centers	<ul style="list-style-type: none">▪ Fresno FTDI Call Center		
Web Services						

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BUSINESS ARCHITECTURE AREAS	CURRENT PROCESSES	FUTURE ENTERPRISE PROCESSES	PLANNED UI PROCESSES	PLANNED DI PROCESSES	PLANNED JS PROCESSES	PLANNED TAX PROCESSES
Infrastructure and External Provider Service Domain	<ul style="list-style-type: none"> ▪ HHSDC Batch Scheduling system ▪ HHSDC ISP Internet Services ▪ HHSDC statewide network ▪ EDD local area networks ▪ MCI 800 Services ▪ PacBell/PBIS Call Center and Interactive Voice Response systems ▪ SBC Call-Center Services ▪ EASE Project Infrastructure 	<ul style="list-style-type: none"> ▪ IT Equipment Refresh ▪ Multi Media Customer Contact Center ▪ System Management Operations Center 	<ul style="list-style-type: none"> ▪ Voice over IP for UI claimants with problems using Internet applications ▪ Call Center Expansion to add Adjudication Centers 		<ul style="list-style-type: none"> ▪ JS PC Replacement 	<ul style="list-style-type: none"> ▪
Common-Shared Services						
Appointment-Scheduling	<ul style="list-style-type: none"> ▪ UI Adjudication Scheduling System 		<ul style="list-style-type: none"> ▪ Scheduling Adjudication Appointments 			
Call-Agent Assisted	<ul style="list-style-type: none"> ▪ Agent Accepted Calls ▪ Call Routing ▪ Customer Service Calls 	<ul style="list-style-type: none"> ▪ Out-bound Calling 	<ul style="list-style-type: none"> ▪ UI Remote Call Monitoring & Recording ▪ Telephone Predictive Dialing System services 	<ul style="list-style-type: none"> ▪ DI Remote Call Monitoring 		
Case Management						
Customer Self-Services	<ul style="list-style-type: none"> ▪ CalJOBS ▪ EApply4UI ▪ iNER ▪ iFILE ▪ Tax Telefile ▪ Tax EFT 	<ul style="list-style-type: none"> ▪ Client Service Portal ▪ Employer Service Portal ▪ EDD Partner Portal ▪ EDD Employee Portal ▪ EDD Integrated Call Center 	<ul style="list-style-type: none"> ▪ Internet UI Claim Information ▪ Telephone UI Claim Information ▪ Internet UI Initial Claim Filing ▪ Internet UI Continued Claim Filing ▪ Telephone UI Initial Claim Filing ▪ Telephone UI Continued Claim Filing ▪ Scheduling Adjudication Appointments 			
Content Management	<ul style="list-style-type: none"> ▪ ITB Docushare document services 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ 			
Correspondent & E-Mail Management	<ul style="list-style-type: none"> ▪ FLCO System form letters ▪ Tax CAP/EAMS (?) 		<ul style="list-style-type: none"> ▪ UI Email Response Management 			

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BUSINESS ARCHITECTURE AREAS	CURRENT PROCESSES	FUTURE ENTERPRISE PROCESSES	PLANNED UI PROCESSES	PLANNED DI PROCESSES	PLANNED JS PROCESSES	PLANNED TAX PROCESSES
Document Imaging	<ul style="list-style-type: none"> TEAM Info Image Document Capture 	<ul style="list-style-type: none"> TEAM Document Capture plus Imaging Services 	<ul style="list-style-type: none"> TEAM Continued Claim form capture 			
Help Desk	<ul style="list-style-type: none"> ITB Centralized Help Desk Program specific help desks 	<ul style="list-style-type: none"> ITB Centralized Service Help Desk Customer Self-Help Tax Help Desk 				
Payment Accounting	<ul style="list-style-type: none"> Benefit Accounting System 		<ul style="list-style-type: none"> UI Direct Deposit of payments 			
Print & Mailing	<ul style="list-style-type: none"> BOPSD Print & Mail Center 		<ul style="list-style-type: none"> Centralized Mail & Print 			
Workflow/Workload Management	<ul style="list-style-type: none"> Tele-management System (TMS) SBC's Workload Request System 	<ul style="list-style-type: none"> Workforce Management System 		<ul style="list-style-type: none"> Workforce Management System 		<ul style="list-style-type: none"> Workforce Management System
Business-Based Services						
EDD Program And EDD Internal Application Services	Line of Business Applications: <ul style="list-style-type: none"> EDD Program Business Applications, e.g., <ul style="list-style-type: none"> BAS SCDB TAS Etc.. EDD Internal Business Applications, e.g., <ul style="list-style-type: none"> Inside EDD Cost Accounting System FPD Excel Timesheet Time Reporting System 		<ul style="list-style-type: none"> Phone Services for: <ul style="list-style-type: none"> UI Initial Claims UI Continued Claims Adjudication Appointment Scheduling Secure Internet Services for: <ul style="list-style-type: none"> UI Initial Claims UI Continued Claims Adjudication Appointment Scheduling 		<ul style="list-style-type: none"> CalJOBS Replacement 	
Data Administration and Meta Data	<ul style="list-style-type: none"> JS Data Validation 	<ul style="list-style-type: none"> ITB supported Meta Data Dictionary for EDD's automated systems' data 	<ul style="list-style-type: none"> UI Data Marts for: <ul style="list-style-type: none"> Initial Claims Continued Claims Adjudication Claims Client Registry Database UI Data Validation 			

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BUSINESS ARCHITECTURE AREAS	CURRENT PROCESSES	FUTURE ENTERPRISE PROCESSES	PLANNED UI PROCESSES	PLANNED DI PROCESSES	PLANNED JS PROCESSES	PLANNED TAX PROCESSES
Shared Business Rules, (reusable software objects)	<ul style="list-style-type: none"> ▪ SCDB Flag Book ▪ WBCF UI Claim filing OOA documentation ▪ OOA for CAP development ▪ OOA for iFILE development ▪ OOA for iNER development ▪ TAME Registration 	<ul style="list-style-type: none"> ▪ OOA business rules for all new Web applications 	OOA business rules for all new software development, (e.g.,): <ul style="list-style-type: none"> ▪ UI Web applications: <ul style="list-style-type: none"> - Claims - Claimant - Client - Payments - ▪ Client Registry ▪ UI Database Data Dictionary, including data edits and data validation rules 			
Shared Business Services, (reusable software components)	Example: <ul style="list-style-type: none"> ▪ SCDB Shared Logic software routines ▪ DI/UI Customer Call-in IVR, PIN user authentication 		<ul style="list-style-type: none"> ▪ Reusable software for: <ul style="list-style-type: none"> - Claims - Claimants - Notices - Payments - 			
Security Services Domain	<ul style="list-style-type: none"> ▪ Access Controls for: ▪ NT staff authentication, EDD ▪ RACF user authentication, HHSDC ▪ Global Security SDCB user authentication, HHSDC ▪ Call-in IVR, PIN user authentication, HHSDC ▪ Policy Director Internet user authentication, HHSDC ▪ TAME Internet user authentication ▪ TAME External Customer Registration and Secure Identity Management Services for Tax, (employers) 	<ul style="list-style-type: none"> ▪ Access Controls for: ▪ Active Directory EDD staff authentication ▪ RACF HHSDC user authentication ▪ Global Security SDCB user authentication ▪ Call-in IVR, PIN user authentication ▪ TAME External Customer Registration and Secure Identity Management Services for DI, JS, JTA, UI 	<ul style="list-style-type: none"> ▪ Secure Internet Client <u>Registration</u> Subsystem for: <ul style="list-style-type: none"> - UI Initial Claims - UI Continued Claims - Adjudication Appointment Scheduling 			